

Q. What type of religious counseling is available at the Prison?

A. The religious needs of inmates at each facility are addressed through the Volunteer/Chaplain services program. There are full and part-time chaplains who provide ministerial care to the entire Prison community. They encourage inmates to stay in touch with their particular faith by offering pastoral counsel and guidance. Some of the religious groups represented are Episcopal, Presbyterian, Roman Catholic, Southern Baptist, Jewish, Church of Jesus Christ of Latter Day Saints, Jehovah's Witnesses, and Native American. Religious volunteers may serve other groups. Religious and inspirational books are also available to inmates throughout the Prison's library system.

TELEPHONES

Q. How often can an inmate call me?

A. While assigned to the R&O unit an inmate may call once a week either on Saturday or Sunday. After the inmate moves to a different housing unit, it will depend upon the inmate's privilege matrix. In some units an inmate may make a 15-minute call once a day.

Q. Is there a charge for the telephone calls?

A. Yes. Calls made on the inmate housing telephones are collect calls. The charge is placed on your telephone bill. The telephone company regulates this charge. When you answer a telephone call, a recorded message will tell you that the call is coming from the Prison and will ask you if you will accept the charge. The message will explain to you how to accept the charge.

Q. Are the telephone calls monitored?

A. Yes. Calls originating from the Prison are subject to being monitored and recorded. For this reason, inmates are not allowed to have cell phones. When you accept a call, your consent is implied.

Q. How can I get an inmate to call me?

A. The purpose of telephone calls is to supplement written correspondence (writing a letter). The Prison staff does not accept telephone messages for inmates. (In case of emergencies, staff will verify and evaluate the emergency first, before deciding whether to deliver the message.)

Inmates, while on the R&O unit, fill out a telephone request form to have your telephone number approved. The form requests your name, address, telephone number and relationship to the inmate. Your telephone number is cleared through a computer system for the inmate to call you.

Q. Is there a way not to have an inmate call me?

A. You have three options:

1. Have the telephone company put a voluntary block on your telephone line,
2. Notify the Prison contractors that you want your telephone number blocked, or
3. Do not accept the call.

Q. Is there V-Connect at the Prison?

A. To establish an account manually, contact VAC at the number below
1-800-786-8521 press 6 for a representative

Payments by mail should be sent to:

VAC - Dept. 2430

P.O. Box 122430

Dallas, TX 75312-2430-8517

VAC will accept on of the following payment methods

Master Card

Visa

Money order

Cashier's Check

The V-Connect Account funding minimum will be \$25.00 and the maximum will be \$100.00 for each V-CONNECT Account

Once an Inmate is released from custody, the owner of the V-CONNECT account will be instructed to call a toll free number (1-800-786-8521) to receive a refund.

The V-CONNECT account funding minimum will be \$50.00 and the maximum will be \$200.00 for each account. V-CONNECT accounts may only be funded once per day.

R&O UNIT

Q. What is the R&O Unit?

A. Inmates are housed in the R&O unit when they first enter the prison system. The purpose of the R&O unit is to intake, orient, and prepare the initial classification assessment, and Offender Management Plan (OMP) for all incoming inmates. Inmates are photographed, fingerprinted, as part of the identification process. Physical, Dental, and Mental Health examinations are conducted, and various tests are administered to detect physical or mental health problems. Inmates receive an orientation handbook that explains the rules of the Prison, the Inmate Code of Conduct, and the different programs that are available. After the inmates' initial assessment, an appropriate housing assignment is found.

Q. How long are inmates in the R&O process?

A. Inmates who are in Prison for the first time are assigned to the R&O unit for an average of 6-14 weeks. Inmates who have returned because of a parole violation may spend an average of 4-10 weeks. Inmates who have been in Prison before and returned because of a new charge may spend an average of 8-16 weeks. After their initial assessment and OMP, inmates will wait for an appropriate housing to become available.